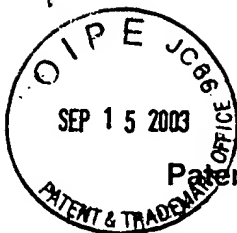


2122



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

Patent Application

Inventors: **A.D. Flockhart**  
**E.P. Mathews**  
**J.Z. Taylor**

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SEP 17 2003

Technology Center 2100

Case No.: **Flockhart 15-19-1**  
Serial No.: **09/776,937** Group Art Unit: **2122**  
Filing Date: **17 June 1999**  
Examiner: **Chameli Das**  
Title: **Customized Applet-On-Hold Arrangement**

Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

SIR:

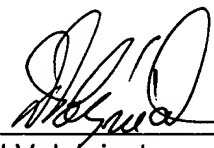
TRANSMITTAL LETTER

Enclosed is a Response to Office Action in the above-identified application.

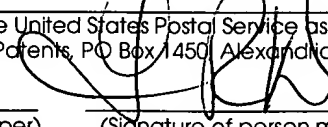
**NO ADDITIONAL FEE REQUIRED**

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By   
David Volajnicek  
Corporate Counsel  
Reg. No. 29355  
303-538-4154

Date: 11 Sept. 2003  
Avaya Inc.  
Docket Administrator  
307 Middletown-Lincroft Road  
Room 1N-391  
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.		
On <u>11 Sept. 2003</u>	Tina R. Wilson	
Date of Deposit	(Type name of person mailing paper)	(Signature of person mailing paper)